

ABSTRACT

A printing device (printer, fax machine, copier, etc.) is configured to access support from a remote location in response to a user affirmatively engaging a button on the printing device. The printing device generates and transmits a request for assistance to a remote support location in response to the user's request. The printing device also provided an indication to the user that the request for assistance has been transmitted. In some embodiments, the printing device can receive a response from the remote location or otherwise engage in interactive communication therewith. The aforementioned functionalities can be implemented within a printing device, or as an add-on card to be used with a printing device.